

Contract Maintenance Services

At Encore, we are experienced in creating the perfect IT solution for each of our clients. This means knowing our clients' needs as well as the nuances of their organization. That's why we offer a wide range of contract services to meet the varied needs of our clients worldwide.

Scope of Services

Encore offers full service maintenance support for both in-warranty and out-of-warranty multivendor equipment. Services include remedial maintenance, replacement parts, and technical engineering support. We have 13,000 technicians in the field and more than 200 team members at our corporate facility in Louisiana.

Encore's standard support covers the cost of all parts (with the exception of consumables and out of scope items), labor, travel and shipping associated with such failure. Examples of some of these items, but not limited to are logic boards, control panels, assemblies, etc. In addition, additional packages are available to include consumable items based on the need of the customer. In order for Encore to provide a quote, we will need to know the make, model, of the units as well as the SLA coverage that you would like on the units.

On-Site Service

We offer a wide range of flexible services designed to meet our clients' needs. Encore offers the below SLA coverage options:

9x5, Next Business Day Response, Monday - Friday, 8am - 5pm site time

- Call is opened within 15 minutes of receipt.
- Customer is called to troubleshoot within 2 hours of call placement.
- If part is diagnosed, it is shipped for Next Business Day Arrival, and a technician is dispatched to meet that part after it arrives.
- If part is not diagnosed, a technician will be assigned for Next Business Day arrival. When the technician arrives onsite, he will troubleshoot failure to part diagnosis, and order it for the following business day.

9x5, 4 Hour Response. Monday - Friday, 8am - 5pm site time

- Call is opened within 15 minutes of receipt.
- Customer is called to troubleshoot within 2 hours of call placement.
- If part is diagnosed, it is shipped for Next Business Day Arrival, and a technician is dispatched to meet that part after it arrives. No technician will be dispatched same day if the part has already been diagnosed.
- If part is not diagnosed, a technician will be assigned for arrival within 4 hours of call opening. When the technician arrives onsite, he will troubleshoot failure to part diagnosis, and order it for the following business day.

24x7, 4 Hour Response

- Call is opened within 15 minutes of receipt.
- Customer is called to troubleshoot within 2 hours of call placement.
- If part is diagnosed, it is shipped for Next Business Day Arrival, and a technician is dispatched to meet that part after it arrives. No technician will be dispatched same day if the part has already been diagnosed.
- If part is not diagnosed, a technician will be assigned for arrival within 4 hours of call opening. When the technician arrives onsite, he will troubleshoot failure to part diagnosis, and order it for the following business day.

Help Desk

Calls come into our operational command center where Service Desk and Help Desk team members begin the resolution process. From addressing minor concerns to dispatching a technician, the Encore team's priority is to minimize a client's down time. Help Desk services are available Monday through Friday 8:00 a.m. to 5:00 p.m. central time. Additional hours of service including 24-hour support, holiday hours and additional evening hours are available.

Technical Support

Encore's technical support services are cost-effective and can be provided on a part-time, full-time or case-by-case basis. Experienced technicians provide break-fix repairs, desk-side support, network administration functions, and other IT services as needed.

Repair Service

When repairs are needed, Encore offers many options. Repairing hardware at the corporate facility is cost-effective for clients and saves the expense of an on-site technician and unnecessary down time waiting for parts. We have an inventory of parts for both in-warranty and out-of-warranty technology.

Exchange Service

When a client's technology is shipped to our Louisiana office, clients have the option of participating in our advanced exchange service. A model similar to the client's model is sent to the client to replace the broken model. The broken model is then repaired, and Encore warehouses it for future needs.

Preventative Maintenance

Most clients place a high value on Encore's preventative maintenance services. Flexible maintenance packages are available based on client needs. From general system support to retail systems to in-home systems, Encore offers the long-term maintenance needed to keep technology secure and working effectively.

Technology Supported

The following is a partial list of common systems we service:

General Systems

- Desktops/Notebooks and Peripherals
- Servers and Peripherals
- Data Storage Systems
- Desktop Printers
- Network-Enabled Printers
- Hubs, Switches and Routers
- Microsoft and NetWare Operating Systems
- Network Appliances

Retail Systems

- POS Terminals
- Monitors
- Scanners
- Signature Capture Devices
- Printers
- In-Store Processors
- Kiosks

In-Home Systems

- Desktops/Notebooks
- Peripherals
- Residential Gateways
- Home Networking Hardware

